



Delay Notice - CPSS - Alerts Tool

Delay Notice and Customer Priority Surveillance System (Alerts),

**Used by DCMC for Schedule and
Delivery Management**

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Delay Notice - CPSS - Alerts Tool

History of Alerts

- Originally developed by DCMC Chicago using Lotus Approach.
- Functionality of the original version incorporated into the phase I, Oracle 7 client/server product.
- Enhancements for phase II include:
 - 32 bit application
 - Oracle 8
 - Interface to SDW (shared data warehouse)
 - Acquisition life cycle managed
 - Improved security



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Some New Features

- **Edit Capabilities**
- **Spinners - Dates, Calendars, Drop Down Menus**
- **General CAT Alert**
- **Broadcast Message**
- **Types & Roles of Users**
- **Auto Response Release**
- **Auto population from Shared Data Warehouse (SDW)**
- **CPSS Suspense Summary**
- **Delay notice down to delivery schedule**
- **Customer Web Access**
- **PCO gets Technical Specialist's narrative**
- **PCO Electronic Response to Delay Notice**
- **Ability to Change email address**



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Security Issues

- **Accredited**
- **Access requires individual sign-on codes/passwords**
- **User profiles and roles (to ensure maintenance of accurate user information)**
- **Automatic population of author's name in narratives**



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- **Thought You'd Like to Know**
 - **ALERTS is no longer an Acronym**
 - **We do not issue Alerts**
 - **We issue Delay Notices**
 - **We respond to Customer Priority Surveillance System Requests (CPSS)**
 - **Alerts Tool suite is an Information Technology application**



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Why Automate with Alerts

- **Improve communication between DCMC and Customers using by Delay Notice and CPSS requests**
- **Repository of Delay Notices and CPSS data**
- **Standardize the Alerts process**
- **Provide single source for establishment and maintenance of Contract Administration Team (CAT)**
- **Improve Customer support through use of DCMC Alerts performance goals and metrics**



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We measure what's Important!

- **Performance Goal 1.1.7 - Ensure 95% of Alerts Customer Priority Surveillance System Requests are responded to within the timeframe specified.**
- **Investment Goal 1.1.4 - Establish a baseline for the ratio of delay notices issued versus the number of delinquent schedules. The baseline shall be established after the Alerts Phase II Tool suite is fully operational in FY00.**



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Individuals Responsible for Surveillance

- Production Competencies (IS and IE)
- All Technical Specialists shall initiate delay notices and respond to CPSS
- All Technical Specialists shall have a role in the Alerts Tool suite



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Quality of Response CPSS/Delay Notice

- Response should provide enough information to support a business decision
- Clear independent description of:
 - Reasons for delay
 - Actions taken to reduce delay
 - Forecast recovery date
 - Recommendation



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Responding to CPSS Requests

- **Customer Priority Surveillance System (CPSS)**
- **Mechanism for customer to request specific activities:**
 - Readiness
 - Acceleration
 - Expedite
 - Status Request
 - Other



Phase I Experience

➤ Alerts Has Customer Satisfaction - 17 Phase I

TACOM

ARDEC

AMCOM

ACALA

CECOM

OC-ALC

DSCP

OO-ALC

DSCR

SM-ALC

NAVICP-Mechanicsburg

SA-ALC

NAVICP-Philadelphia

HSC

TACOM

DISC

Warner Robins



Phase I Experience

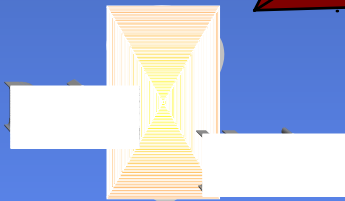
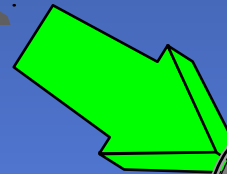
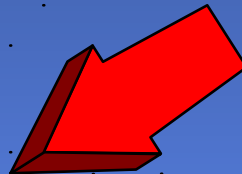
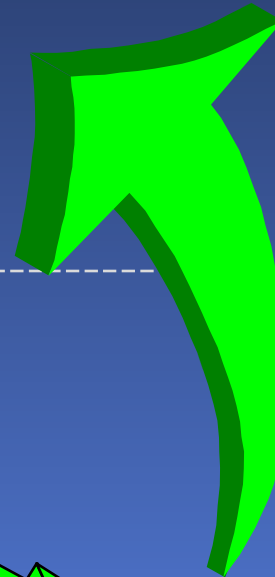
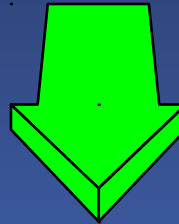
- **Expect Increased Use**
 - **FY 99**
 - **80% Increase in CPSS**
 - **Answered 28,000**
 - **Answered 88% by Suspense Date**
 - **Contract Admin Team (CAT) Locator On the Home Page Hit 160 Times a day**

Web

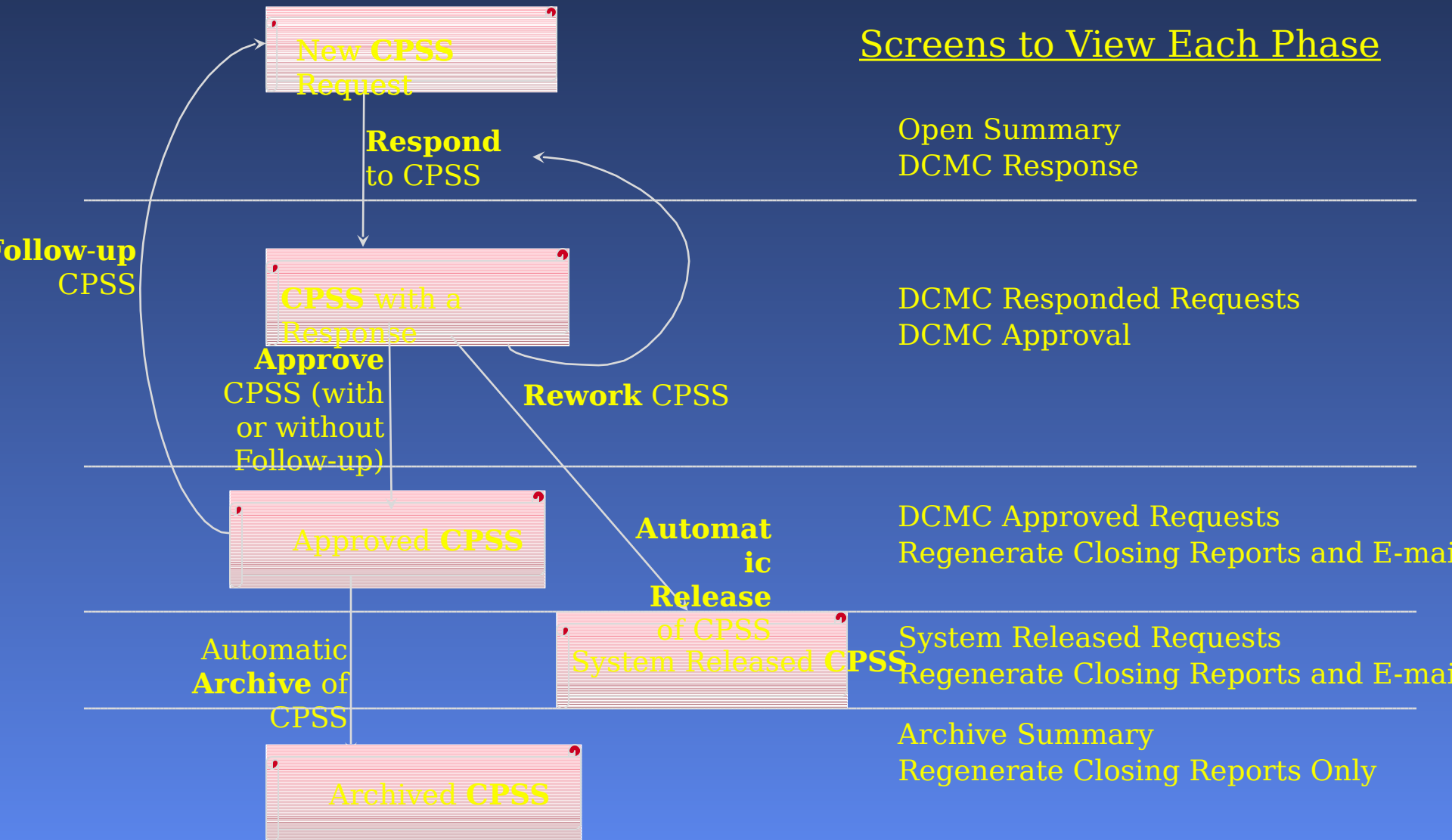
Alerts Overvie

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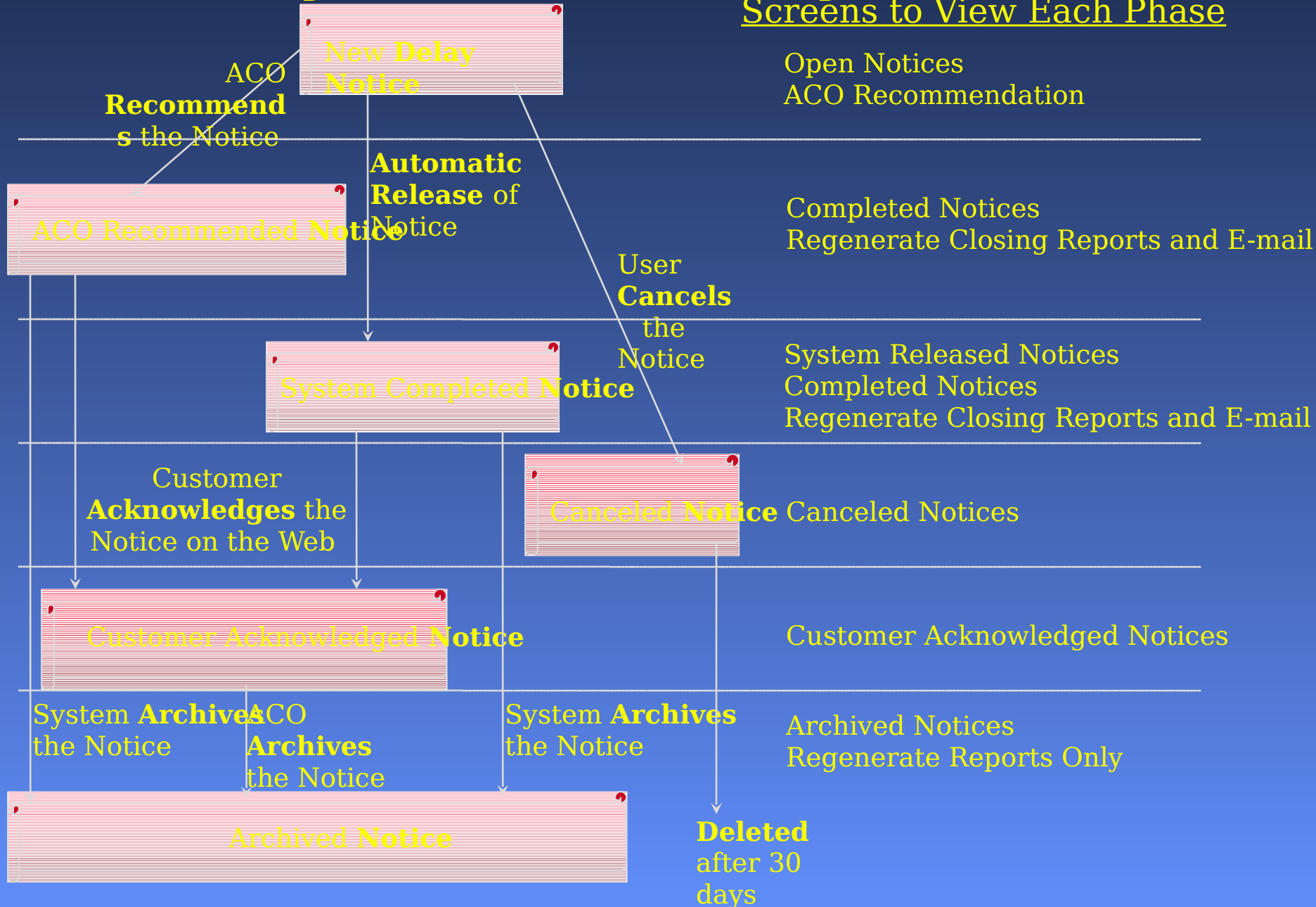


CPSS Request Lifecycle



Delay Notice Lifecycle

Screens to View Each Phase



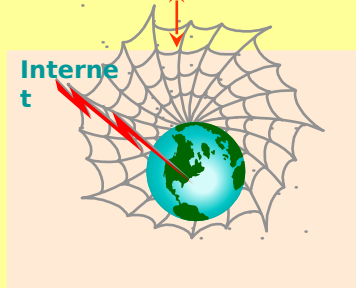


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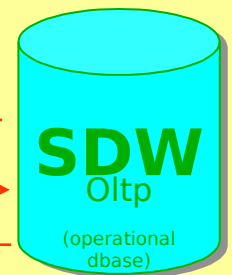
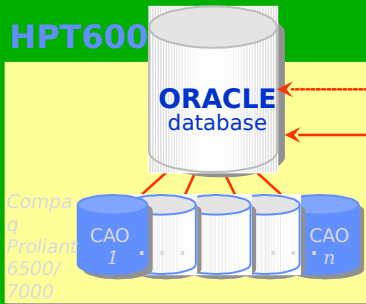
West & International Districts



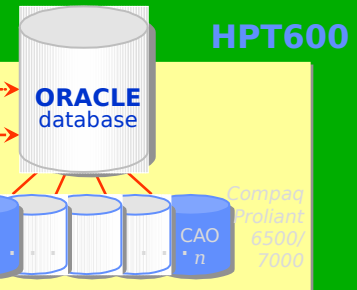
- **Customer Access**
Input new requests to DCMC
Receive & respond to delay notices
View pending, completed or archived requests



East District



- Alerts reads cage, DoDAAC, Contractor address, PIIN/SPIIN, CLIN/ELIN, DCMC Attribute (CAT) codes & schedule data from SDW
- Alerts writes delay notice data to SDW



- **Delay Notice Module**
DCMC enters anticipated/actual delays in deliveries
Reasons for delay
Contractor action & DCMC assessment
- **CPSS Module**
Process customer requests for priority or extraordinary surveillance
Input requests for off-line customers
- **Contract Admin Team (CAT) Module**
Build, view and modify info on DCMC teams assigned



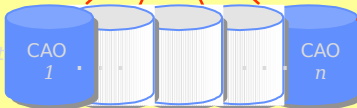
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■ West & International Districts

HPT600



Compaq
Proliant
6500/
70000



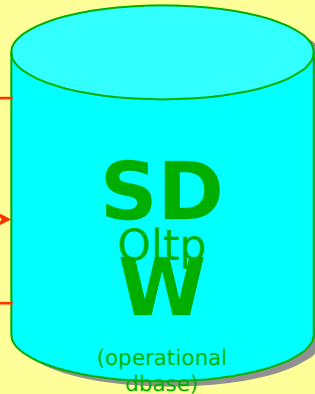
Batch Retrieval
CAGE, DoDAAC, PIIN/SPIIN,
Contract Assignment Code

Batch Updates
Delay Notice Data

On Line Retrieval
CLIN/ELIN, Schedule, Address &
Attribute Data

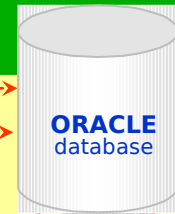
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Replication

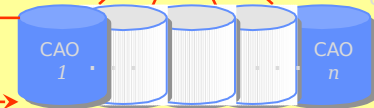


■ East District

HPT600



Compaq
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6500/
70000



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Deployment

- **Customer participation in and support of Training**
- **Customer Security Forms**
- **DCMC & Customer notification of date to stop using Phase I**
- **DCMC & Customer notification of Deployment date for Phase II (7/30/00)**
- **Archive Phase I**



Need Help? Call...

➤ Troubleshooting/Problems

- Process/Policy/Functional
 - Alerts Phase II CAO PM
 - District Process Champion
 - Alerts Process Owner
- Alerts Tool Suite
 - DCMC Helpdesk





What's in it for Me, the PSM?

Data

- **No robust reporting built-in (what is available may or may not be applicable to pre-awards)**
- **Alerts data should be available through DIRAMS, so custom queries could be constructed**